

SECTION C – DESCRIPTION/SPECIFICATIONS/WORK STATEMENT

C.1 STATEMENT OF WORK/SPECIFICATIONS

The Contractor shall furnish the necessary personnel, material, equipment, services, and facilities (except as otherwise specified), to perform services in the Information Dissemination Organizations (IDO) of the U.S. Patent and Trademark Office (PTO). Services required include information and/or material distribution services including telephone, electronic, and walk-in customer service; mailing; photocopying; and warehousing.

C.2 BACKGROUND

This requirement primarily supports Information Dissemination Organizations (IDO) responsibility to provide information, products, and services to the general public and the customers of the PTO. The primary consumers of the support provided by this requirement are in IDO and are General Information Services (GIS), Patent and Trademark Depository Library Program, Office of Electronic Product Information, Public Search Services, and Call Center and Marketing Services.

In addition, IDO, through this requirement, handles the distribution of certain materials and information for other PTO organizations that are associated with telephone and electronic customer service and are therefore customers of the Enterprise Call Center (ECC).

General Information Services (GIS) is often the first point of contact for members of the public who want either general information on requirements for filing patent and trademark applications, on the Automated Information Services (AIS), or on information about other products and services provided by the PTO.

Members of the public wanting such information usually call one or both of two telephone numbers for assistance. By calling 800 PTO-9199 (800 786-9199) or 703 308-HELP (703-308-4357) the caller will interact with an Interactive Voice Response (IVR) system of menus, recorded messages, and opportunities to leave name and address to have specific items mailed to the caller by the Contractor. At any time during working hours while interacting with this system, the caller may opt to talk to a contract or government Customer Service Representative (CSR) who will answer general questions and prepare standard printed materials for mailing to the caller by the Government or by the Contractor and provide accurate transfers as appropriate.

Callers may call, or communicate directly with, or during working hours be referred to, other areas of the PTO or to other areas within IDO as outlined above.

When callers require tangible products, as generally listed in the IDO *Catalog or Products and Services*, an order is prepared to be fulfilled by the Contractor from stocks which may be housed and maintained in the Contractor-furnished warehouse facility.

For a growing number of customers who communicate with the PTO by e-mail or the Internet, the information and material distribution will be centralized at General Information Services which may include Electronic Business Support (EBS), to be administered by the Contractor.

The information and materials distribution services currently require 20 Full Time Equivalents (FTEs). In FY99, this staff handled 274,464 telephone inquiries and processed 573,196 mailings.

C.3 SCOPE OF WORK

The scope of this Contract is to provide the Government with information and material distribution services and products; such as Customer Services Representatives (CSRs) to provide telephone, electronic, and walk-in customer service; Help Desk service for the PTO Electronic Business Support; transcribing mailing label information services; photocopying; warehousing; maintenance of products and services; and space for transcribing and backup call center services. In addition, the Contractor may be required to assist in the planning, management, and implementation of moving such to Contractor leased space at the proposed new campus of the PTO. The character, number, and preparation of the specific items and services within the scope of the contract may change, and the Contractor shall be immediately responsive to the directions of the Contracting Officer's Technical Representative (COTR) in all such matters.

C.4 REQUIREMENTS

C.4.1 The Contractor shall provide Customer Service Representatives (CSRs) to provide information to the general information customers of the PTO from sources such as, but not limited to, the following:

- a. Direct interaction with a caller at a telephone response or other work station;
- b. Transcribe mailing label information from voice mail and interactive voice response systems;
- c. Correspondence;
- d. Electronic telecommunication (such as by e-mail or a network like the "Internet" or from a regional access site); and/or
- e. Direct interaction with an individual at a walk-in public service counter.

C.4.2 The Contractor shall provide trained personnel consistent with or capable of, but not limited to, the following:

- a. The Contractor shall provide the right of first refusal of positions to incumbent employees;
- b. The Government may furnish training to selected, or all, employees of the Contractor as specified by the COTR;
- c. Program/Project Manager position filled with a person with four (4) years of successful management or equivalent experience;
- d. Task Manager position(s), each filled with a person with two (2) years of successful leadership or equivalent experience, to be scheduled in such a way that the Program/Project Manager or one of the Task Managers is present at all times that other contract personnel are scheduled to work;
- e. Customer Service Representatives (CSRs), each having, but not limited to, one (1) year successful service or equivalent, with knowledge of patent and trademark information, electronic application, and customer assistance interviewing techniques for appropriate service provision or transfer to, or referral to, the ultimate solution provider;
- f. Copy center service, with each person having but not limited to three (3) years successful experience in duplication of quality documents using a Xerox 5800, Xerox 5799 and EFI Fiery ZX 9+ Color Server, and Xerox 5837, or the equivalent;

- g. Warehousing services, with each person capable of but not limited to lifting, carrying, inventorying, picking, packaging, preparation for U.S. Postal Service (USPS) and delivery service receipt, driving delivery vehicle(s) and/or fork lift(s);
- h. Daily delivery service between the warehouse or specified location and a specified location on or off the PTO campus;
- i. One (1) hour delivery service between the warehouse or specified location and a specified location on or off the PTO campus, when so requested by the COTR or the COTR's designate;
- j. Maintenance of inventories of the warehouse in general and specifically for materials housed by the Program Office; with use of such things as PCs, PTOnet, inventorying and reporting software, and scanners; and/or
- k. Notification of the COTR when reorders are required for publications and supplies.

C.4.3 The Contractor shall provide pre-distribution processing of hard copy (printed, photocopied, or printed-on-demand) materials such as, but not limited to, the following:

- a. Stamping corrections to information on materials [at specified location(s) on the materials];
- b. Inserting addenda [at specified location(s) in the materials];
- c. Folding materials [in a specified way];
- d. Stapling materials [at specified location(s) on the materials];
- e. "Picking" certain material(s) from stock according to the coding on a label to constitute the mailing to the address on that label;
- f. Stamping material(s) to be mailed with date/time [at specified location on the material];
- g. Stuffing certain (picked) materials(s) into a specified envelope or folder;
- h. Sealing the envelopes;
- i. Affixing the (mailing) label [at specified location on the material/envelope];
- j. Affixing postage [at specified location on the materials] (currently not required); and/or

- k. Converting materials to electronic format.

C.4.4 The Contractor shall provide distribution of material(s) such as, but not limited to, the following:

- a. Mailing all items as specified by the COTR for pickup by the PTO Mail Center, or a courier service, or deposit at a U.S. Post Office within one working day of the receipt of the request;
- b. Distributing material by mail or electronic means will be the usual method; however, distribution also may be required by staffing walk-up general information counters during the normal, current service hours of the respective public service area(s) [which service area(s) and hours may change], except Federal holidays, for example:
 - 1. General Information Services
Hours: 8:30 a.m. – 8:00 p.m. Monday – Friday
 - 2. Patent Public Search Room
Hours: 8:00 a.m. – 8:00 p.m. Monday – Friday
 - 3. Trademark Search Library
Hours: 8:00 a.m. – 5:30 p.m. Monday – Friday
- c. Distributing material(s) to one individual from a single request by one means will be usual method; however, more than one of the following means may be utilized [all within one working day of the receipt of the request for material(s)], for example:
 - 1. Having for pickup such prepared mailing by the PTO Mail Center or a courier service or for deposit at a specified U.S. Post Office;
 - 2. Using telefacsimile;
 - 3. Using electronic telecommunication (such as by a network like the “Internet” or at a regional access site): and/or
 - 4. Forwarding tracking data about the request, material requested, and method-of-payment to the agency responsible.

C.4.5 The Contractor shall maintain the administrative tools to track the disposition of orders for information and requests for information using means such as, but not limited to, the following:

- a. Transcribing in electronic format the name and address to be printed on a “courtesy of” cover and/or a mailing label [in a prescribed format];
- b. extracting from written correspondence requesting standard material(s) and at the direction of the COTR the transcribed label information;
- c. verifying [such as by using standard USPS address or ANI (Automatic Number Identification) data base] the transcribed label information;
- d. retaining all address transcriptions in electronic format or as labels until back-ordered materials requested from the Government are received or otherwise made available;
- e. using established procedures for business continuity and contingency plans for year 2000 ninety (90) day outage of critical systems, or otherwise by being immediately responsive to the direction of the COTR; retaining all address transcriptions in electronic format with off-site backup of the data file for a period of 27 months from date of mailing for follow-up with errors or other problems and for statistical analysis or other use of the resulting customer marketing research data base; and/or
- f. returning all address transcriptions in electronic, paper or other format to the PTO after such retention in C.4.5.e. above has passed.

All electronic and hard copy records of addresses are and remain the property of the U.S. Government and shall not be used without written permission and shall be returned in their entirety to GIS.

- C.4.6** The Contractor shall be responsive to the COTR who will specify the items (such as, printed materials; marketing services support, such as the preparation of kit folders and exhibit materials; USAPat CD-ROM and various DVD materials; and First Page Database Materials); how the items are to be assembled or treated; and the manner in which items are to be distributed.
- C.4.7** As directed by a task order, issued by the Contracting Officer, the Contractor shall provide office space co-located with the Patent and Trademark Office (PTO) [currently in Crystal City, Arlington, Virginia]. Said space provided by the Contractor is to provide for or facilitate the following:
- a. utilization of the secure PTO intranet called “PTOnet” in space approved by the PTO Office of System and Network Management under the Chief Information Officer; and
 - b. utilization of mail pickup and delivery in space approved by the Director, Office of Administrative Services.
- C.4.8** The Contractor shall provide a backup call center, with a minimum of eight (8) seats. This number of seats shall be increased at the direction of the CO to meet the needs of the customers of the Enterprise Call Center (ECC). The backup call center facility shall be within 200 (two hundred) yard or within a ten (10) minute walk (whichever is shorter) of the PTO ECC [currently located in Crystal Plaza 3 (2021 S. Clark Place)]. This center is to be held available and to be staffed during emergency situations by PTO and contract personnel whose normal duty station is elsewhere on the PTO campus [currently in Crystal City];
- C.4.9** As directed by a task order issued by the Contracting Officer, the Contractor shall provide warehousing services, in space provided by the Contractor with a minimum 43,000 square feet of usable floor space with these features:
- a. said space shall accommodate such shelving, cabinets, files, and work surfaces, to store and process such things as loose items (such as optical discs in jewel cases to be “picked”); cartons (such as bulk quantities of publications to be sent to an agency); and skids of bulk items (such as year’s supply of catalogs);
 - b. said space shall be located within a distance to the farthest part of the PTO campus [currently located in Crystal city, Arlington, Virginia] to provide one (1) hour delivery of reasonable quantities of items (determined and specified by the COTR) from the warehouse to meet established Service Level Agreements; and
 - c. said space should have minimum normal warehousing features such as, but not limited to, access for large delivery trucks; loading dock and/or door; adequate lighting, and heating. In addition, as required by task order other amenities such as, but not limited to, air conditioning, office and meeting space, restroom

facilities, raised flooring for electronic equipment, separated secured areas, trash collection area, and parking.

C.4.10 The Contractor shall maintain supplies/sources of items to be distributed using means such as, but not limited to, the following:

- a. requesting from the Government, on a monthly basis, through the COTR, and storing/warehousing the materials, envelopes, and other supplies needed for the month or longer periods;
- b. warehousing services to include, but not limited to, the lease or purchase of such things as space; stationary equipment (such as shelving, furnishings, and filing cabinets not otherwise easily available from Government surplus); mobile equipment [such as forklifts, dollies, carts, and delivery vehicle(s)]; computer hardware and software (such as for bar-coding, scanning, and inventory maintenance and reporting); and services (such as for stocking, maintaining, cleaning, surplus, recycling, stevedoring, or trash disposal);
- c. photocopying, on an as-needed basis, supplies of materials to be included in mail distributions;
- d. printing from a laser printer or copier on demand or using telefacsimile on demand -- certain materials.
- e. utilizing systems-generated customer focus, satisfaction reply "card" and/or "courtesy of" cover; and/or
- f. creating, maintaining, and utilizing electronic formats of any items specified by the COTR.

C.4.11. The Contractor shall furnish as directed by a task order (except as otherwise specified) such things as, but not limited to, the following:

- a. stationary equipment [including such things as furnishings, shelving, and cabinets];
- b. mobile equipment [including such things as fork lifts (s), dolly(s), ladder(s), and delivery vehicle(s)]; and/or
- c. material, and services [including such things as driving a fork lift or vehicle, maintenance of facilities and equipment, cleaning, utilities, trash removal, and stevedore or temporary help] to perform this Statement of Work/Specification.

C.4.12. The Contractor shall keep records and submit, by the Close of Business (COB) of the first working day of each month and/or of each new quarter (October, January, April, and July), reports to the COTR such as by, but not limited to, the following:

- a. by telephone, selected, specified (by the COTR) statistical data, for the preceding month; and/or
- b. by mail, telefacsimile, or delivery a complete copy of the statistical data (as specified by the COTR); and
- c. by electronic format, a complete copy of the statistical data (as specified by the COTR); and
- d. by electronic format, as well as a hard copy or copy by telefacsimile a quarterly narrative report for the preceding quarter.

C.4.13. The Contractor shall maintain insurance at a level and with coverage as specified in Section H.9.

C.4.14. Requirements within the scope of the contract may change at any time based on such things as changing fees, conditions, or legislation. Such changes will be conveyed by the Contracting Officer's Technical Representative (COTR) to the Contractor by telephone for immediate or specified implementation date/time with written follow-up or examples as necessary. The Contractor shall be immediately responsive to the directions of the COTR in all such matters.

C.5. FUTURE EVENTS AND ENHANCEMENTS

C.5.1 The Contractor shall provide planning, management of, and implementation of the move of information and materials distribution function as specified by task order from Crystal City to the proposed new PTO campus at the "Carlyle Site" to the extent that this contract, its options, or extensions to it will permit.

C.5.2 Future enhancement to the requirements of this Contract could include, but not be limited to, the following:

- a. To assist in providing access for the public to a Customer Service Representative (CSR), the Contractor shall be able to provide such telephone response personnel to work up to and including seven (7) days per week, twenty-four (24) hours per day, and 365 days per year.
- b. To provide telefacsimile-fulfillment, telefacsimile-on-demand, and "FAX-back" distribution.
- c. To provide bonded CSRs to transcribe and process credit card information for distribution of certain products and services or to transcribe and transfer such

information to another agency responsible for distribution of those certain products and services, could be required.

- d. To maintain, by remote electronic interventions or by site visits, any electronic telecommunication distribution equipment comprising a regional access site for general patent and trademark information and/or material.

C.6 PERSONNEL

- C.6.1** The Contractor shall ensure that employees, including the Project Manager, performing work under this contract have the necessary training and experience in order to efficiently and effectively perform the work.

Project Manager: The Project Manager is the Contractor representative responsible for formulating the task order pricing and negotiating with the Government. He/she is responsible for contract administration and employees assigned to the various tasks. The Project Manager shall work closely with the COTR during the life projects. The Project Manager will be responsible for each task, and for the timeliness and quality of services under all task orders issued against the contract. The Project Manager shall have a record of conforming to contract requirements and good workmanship, a record of adhering to contract schedules, including the administrative aspects of and commitment to customer satisfaction, and business-like concern for the interest an equally responsible individual shall be designated by the Contractor to be present on the site and fully empowered to act for the Project Manager/Contractor. The Project Manager or designated representative, shall meet with the COTR and any other government personnel designated by the Contracting Officer to discuss immediate problem areas. The Project Manager or representative shall respond within four (4) working hours after notification of a problem.